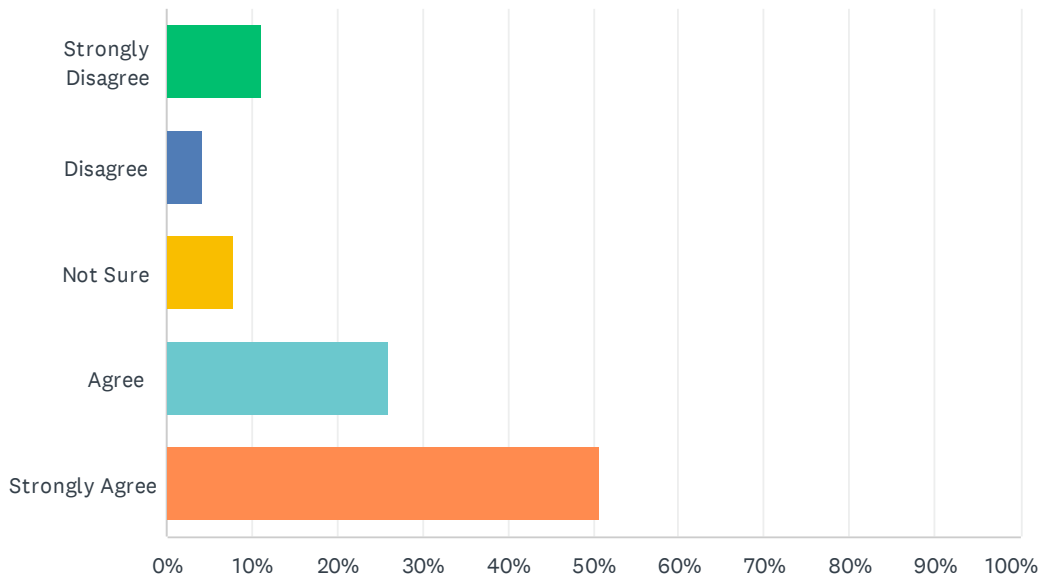


Q1 The program and my participation in it has been fully explained to me.

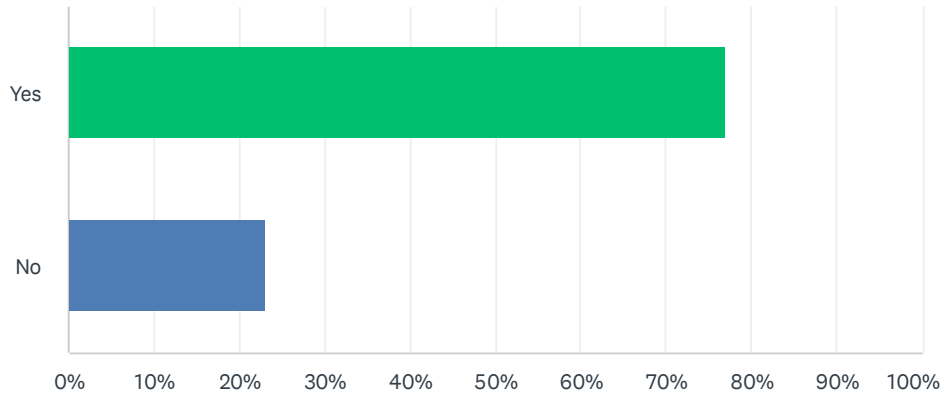
Answered: 189 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	11.11%	21
Disagree	4.23%	8
Not Sure	7.94%	15
Agree	25.93%	49
Strongly Agree	50.79%	96
TOTAL		189

Q2 Would you like to answer three additional questions on this topic?

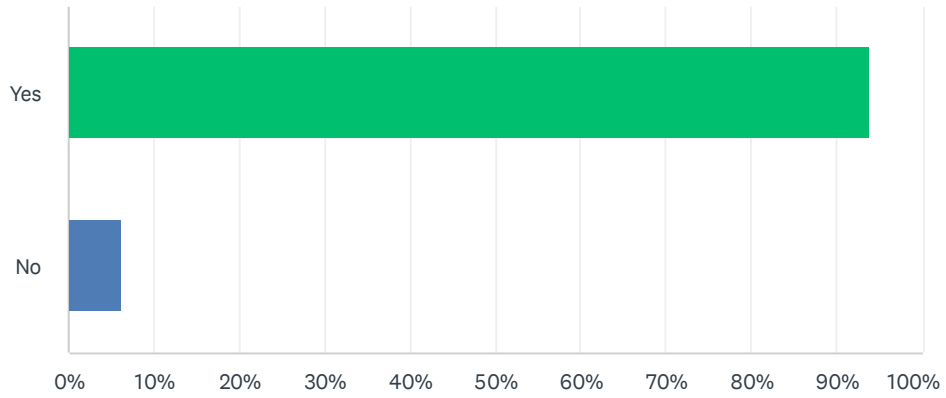
Answered: 156 Skipped: 33



ANSWER CHOICES	RESPONSES	
Yes	76.92%	120
No	23.08%	36
TOTAL		156

Q3 I knew what services I needed before I applied for assistance.

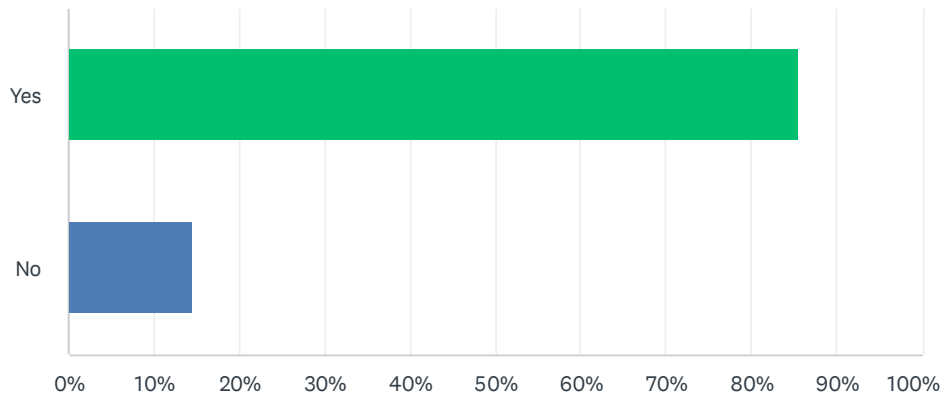
Answered: 147 Skipped: 42



ANSWER CHOICES	RESPONSES	
Yes	93.88%	138
No	6.12%	9
TOTAL		147

Q4 My Case Manager was very good at explaining the programs to me.

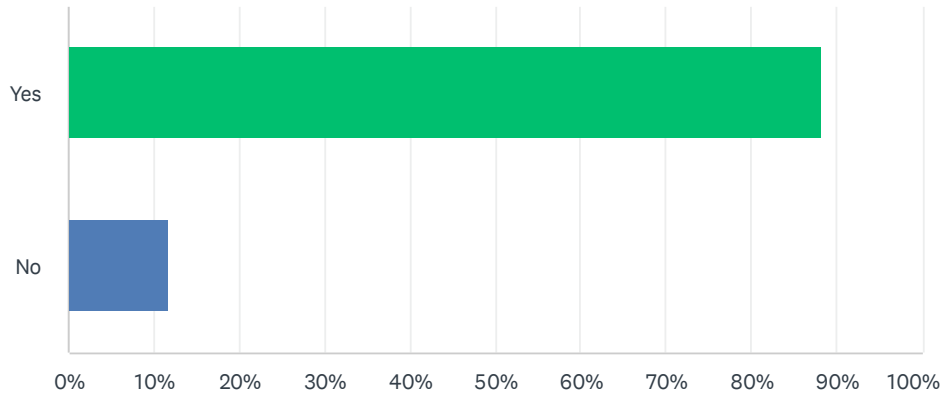
Answered: 144 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	85.42%	123
No	14.58%	21
TOTAL		144

Q5 I know what is expected of me with regard to this program.

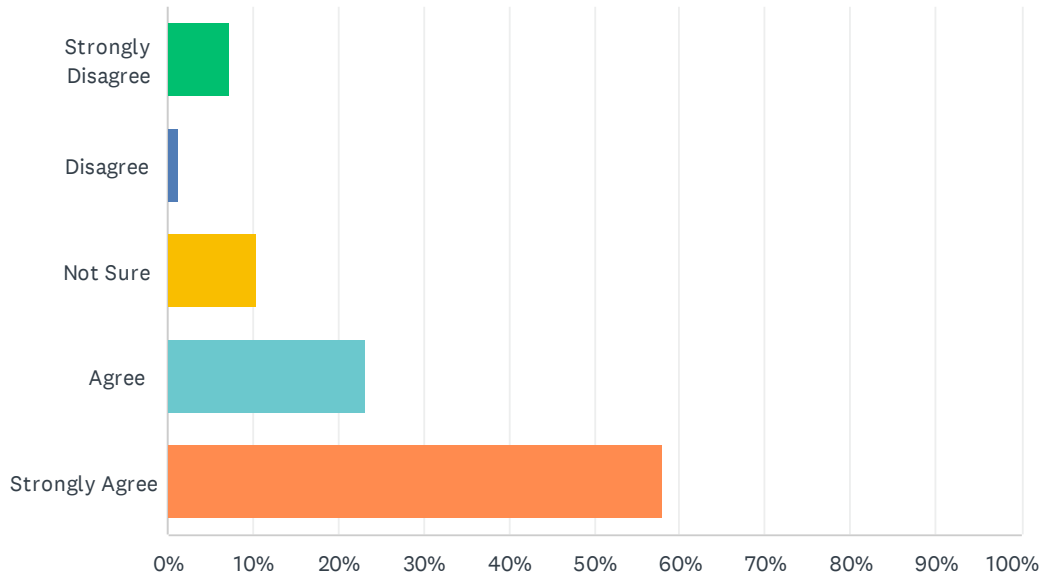
Answered: 146 Skipped: 43



ANSWER CHOICES	RESPONSES	
Yes	88.36%	129
No	11.64%	17
TOTAL		146

Q6 Because of the program, I am better able to provide for myself and my household.

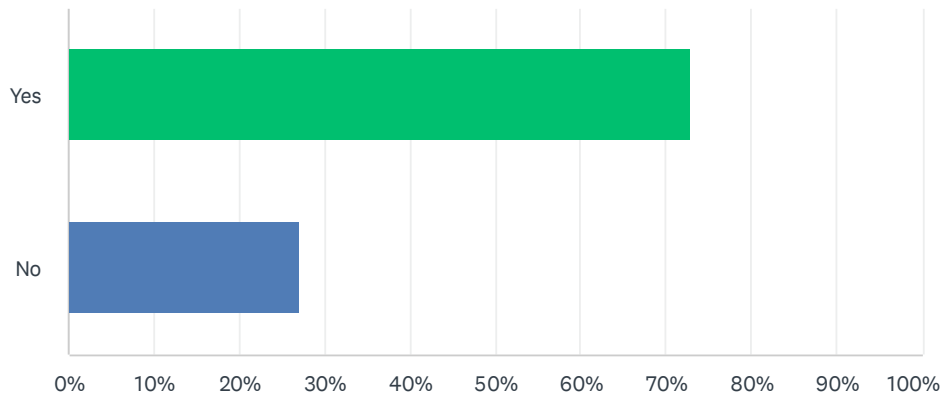
Answered: 164 Skipped: 25



ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.32%	12
Disagree	1.22%	2
Not Sure	10.37%	17
Agree	23.17%	38
Strongly Agree	57.93%	95
TOTAL		164

Q7 Would you like to answer three additional questions on this topic?

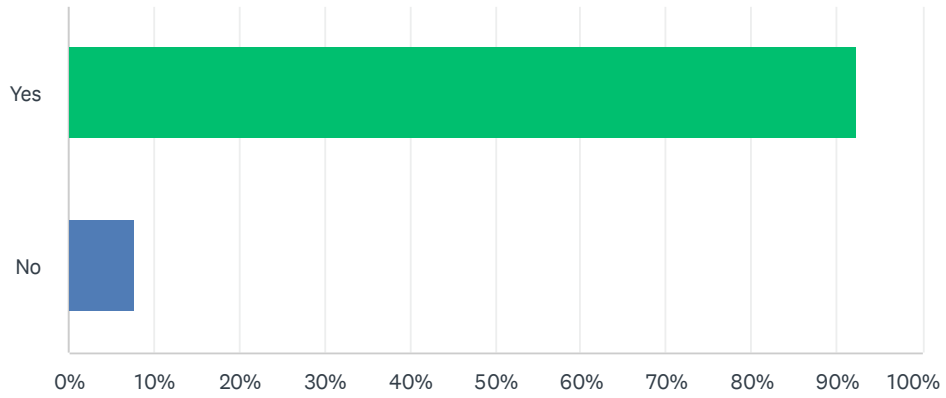
Answered: 140 Skipped: 49



ANSWER CHOICES	RESPONSES	
Yes	72.86%	102
No	27.14%	38
TOTAL		140

Q8 Getting help makes me think about making better decisions.

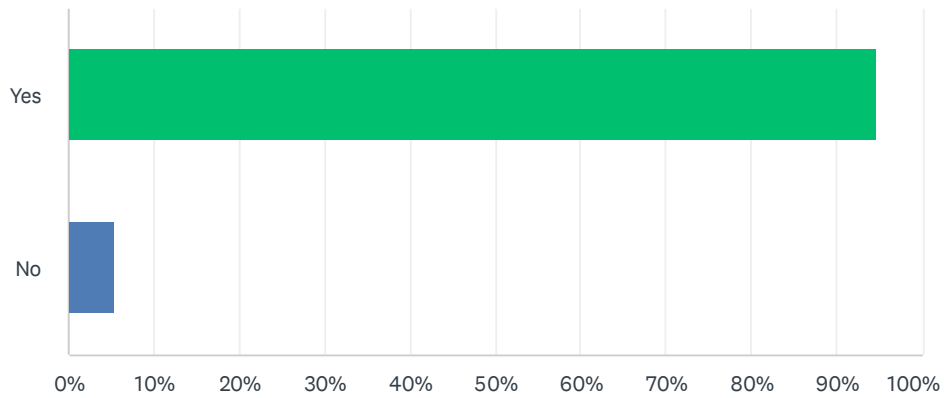
Answered: 130 Skipped: 59



ANSWER CHOICES	RESPONSES	
Yes	92.31%	120
No	7.69%	10
TOTAL		130

Q9 I experience less fear knowing there is help available.

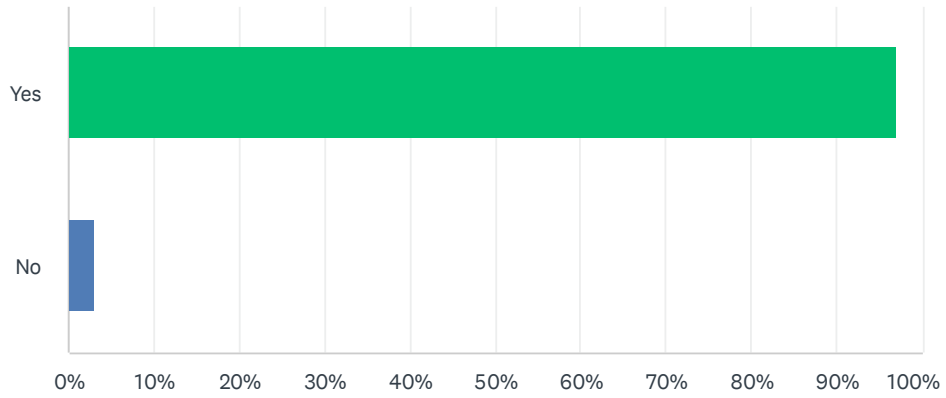
Answered: 131 Skipped: 58



ANSWER CHOICES	RESPONSES	
Yes	94.66%	124
No	5.34%	7
TOTAL		131

Q10 I am better at knowing what my family needs.

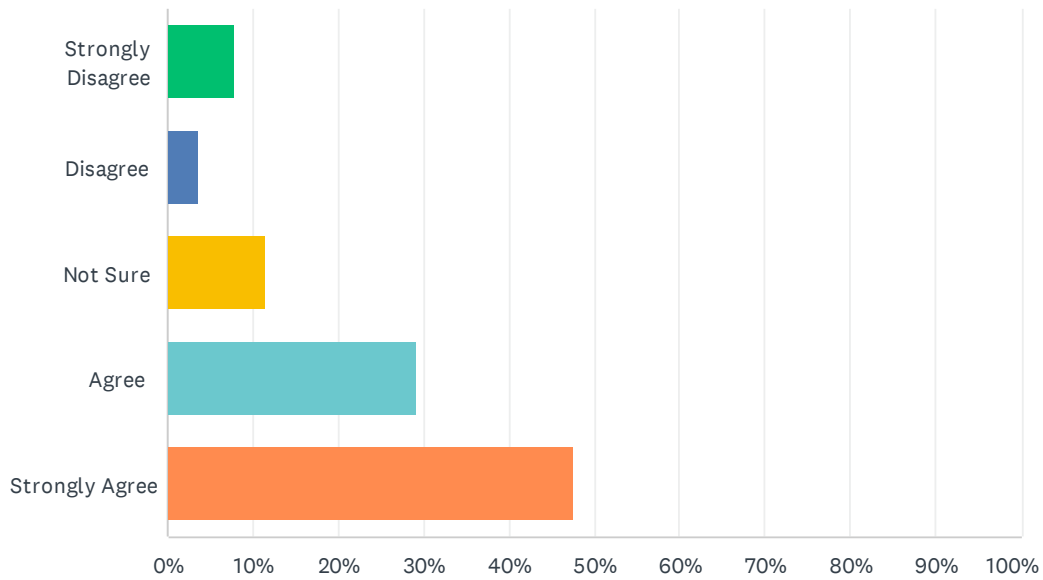
Answered: 131 Skipped: 58



ANSWER CHOICES	RESPONSES	
Yes	96.95%	127
No	3.05%	4
TOTAL		131

Q11 This program has taught me to find services I need.

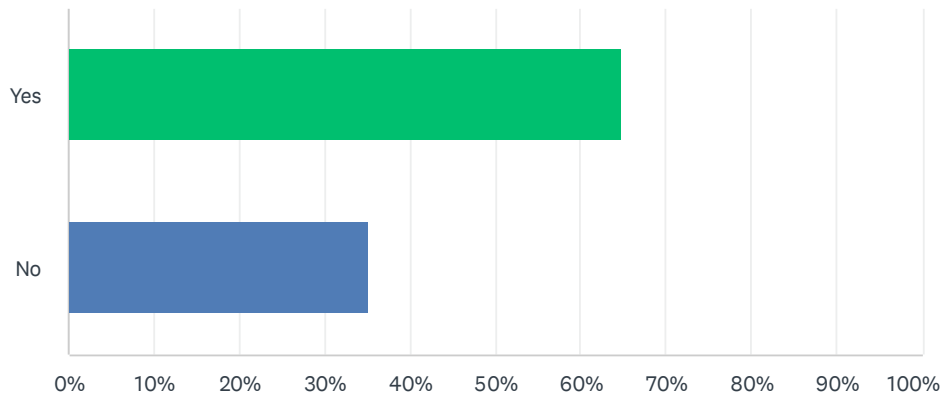
Answered: 164 Skipped: 25



ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.93%	13
Disagree	3.66%	6
Not Sure	11.59%	19
Agree	29.27%	48
Strongly Agree	47.56%	78
TOTAL		164

Q12 Would you like to answer three additional questions on this topic?

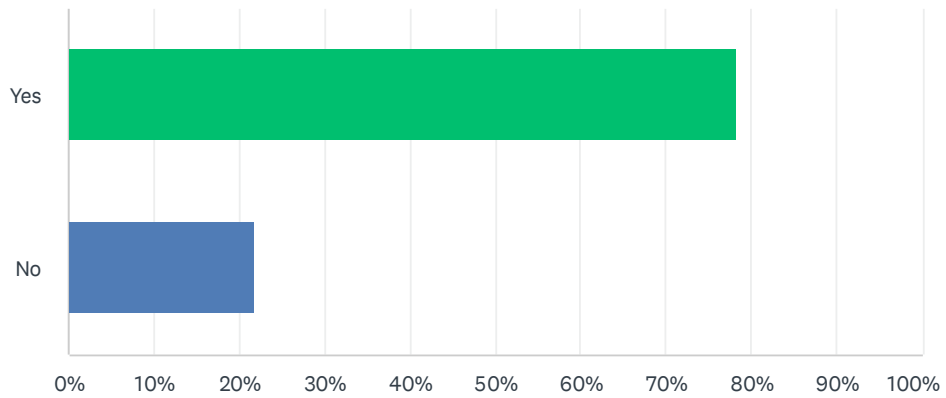
Answered: 139 Skipped: 50



ANSWER CHOICES	RESPONSES	
Yes	64.75%	90
No	35.25%	49
TOTAL		139

Q13 I have learned about new services available to me.

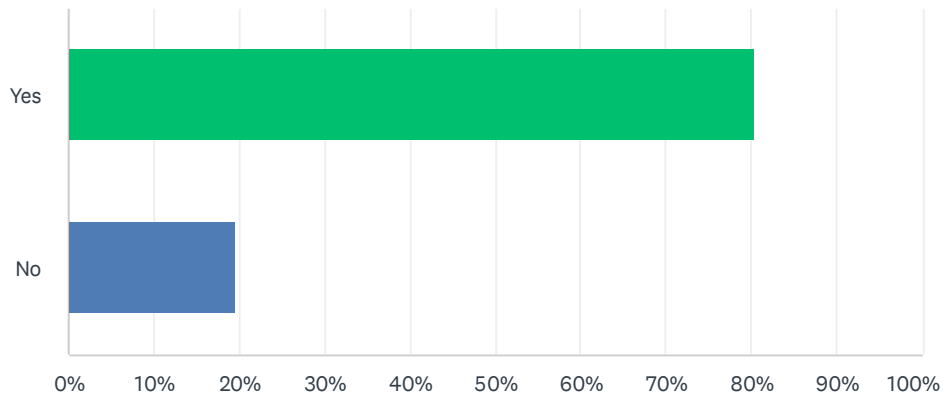
Answered: 120 Skipped: 69



ANSWER CHOICES	RESPONSES	
Yes	78.33%	94
No	21.67%	26
TOTAL		120

Q14 I have learned about new organizations that help people.

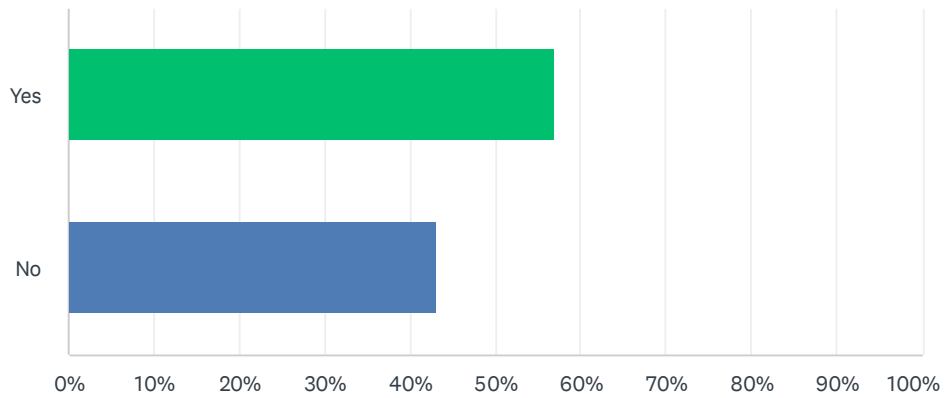
Answered: 122 Skipped: 67



ANSWER CHOICES	RESPONSES	
Yes	80.33%	98
No	19.67%	24
TOTAL		122

Q15 Sometimes I search online and find help that I need.

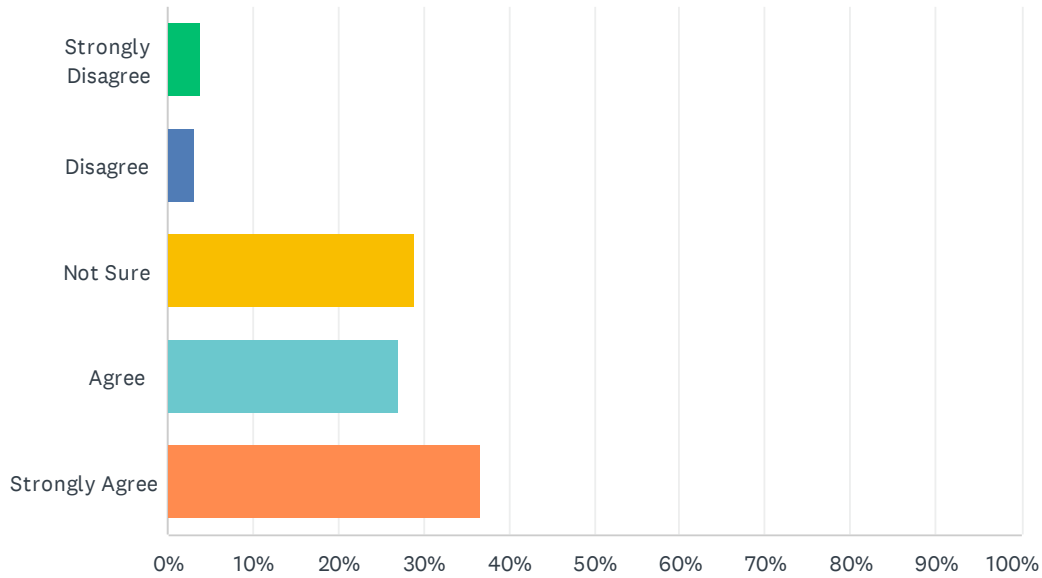
Answered: 123 Skipped: 66



ANSWER CHOICES	RESPONSES	
Yes	56.91%	70
No	43.09%	53
TOTAL		123

Q16 Because of the program, I am better at problem solving.

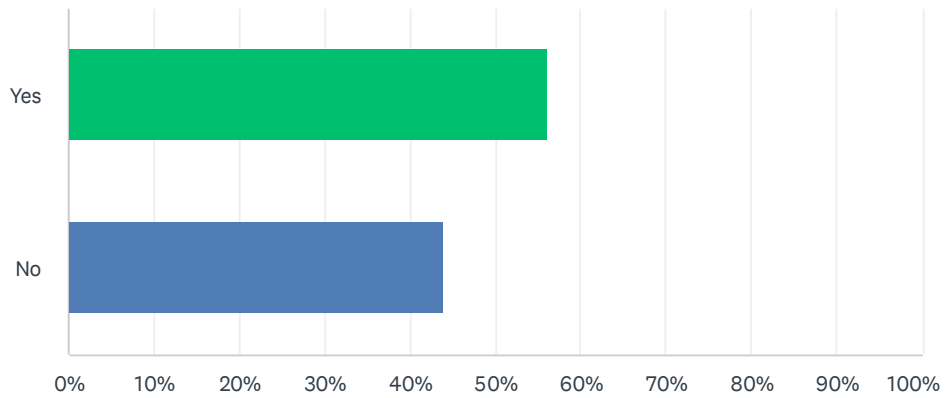
Answered: 155 Skipped: 34



ANSWER CHOICES	RESPONSES	
Strongly Disagree	3.87%	6
Disagree	3.23%	5
Not Sure	29.03%	45
Agree	27.10%	42
Strongly Agree	36.77%	57
TOTAL		155

Q17 Would you like to answer three additional questions on this topic?

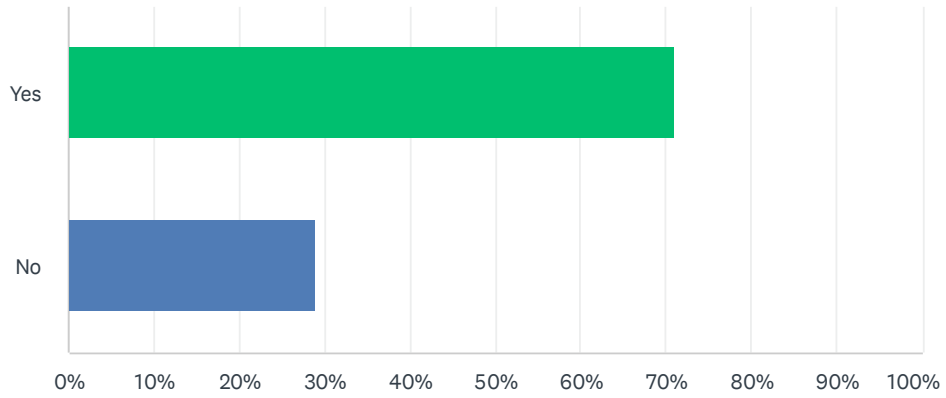
Answered: 130 Skipped: 59



ANSWER CHOICES	RESPONSES	
Yes	56.15%	73
No	43.85%	57
TOTAL		130

Q18 I see my household in a different way now.

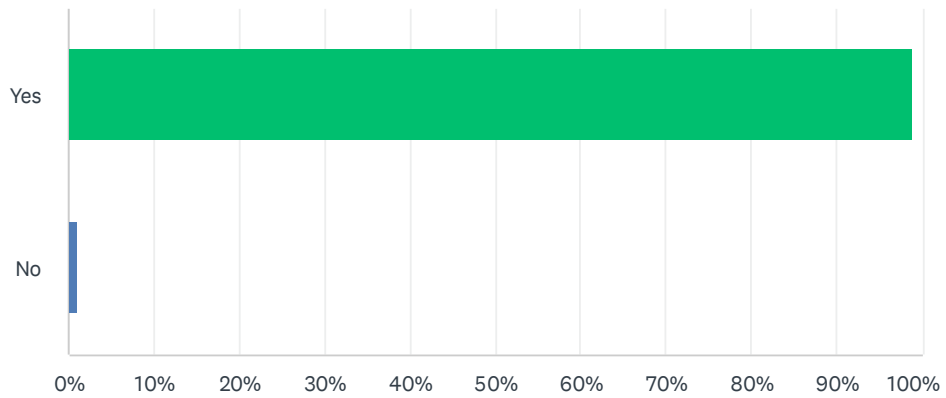
Answered: 100 Skipped: 89



ANSWER CHOICES	RESPONSES	
Yes	71.00%	71
No	29.00%	29
TOTAL		100

Q19 I consider my options before making decisions.

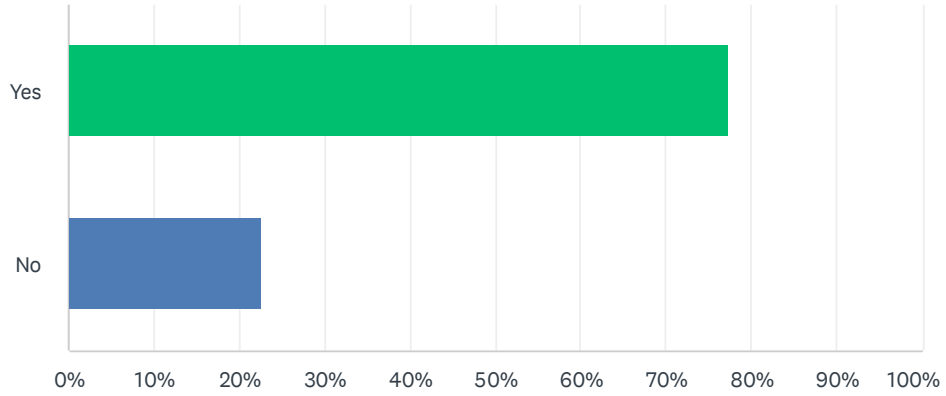
Answered: 103 Skipped: 86



ANSWER CHOICES	RESPONSES	
Yes	99.03%	102
No	0.97%	1
TOTAL		103

Q20 Sometimes I ask advice from someone I trust before I make a decision.

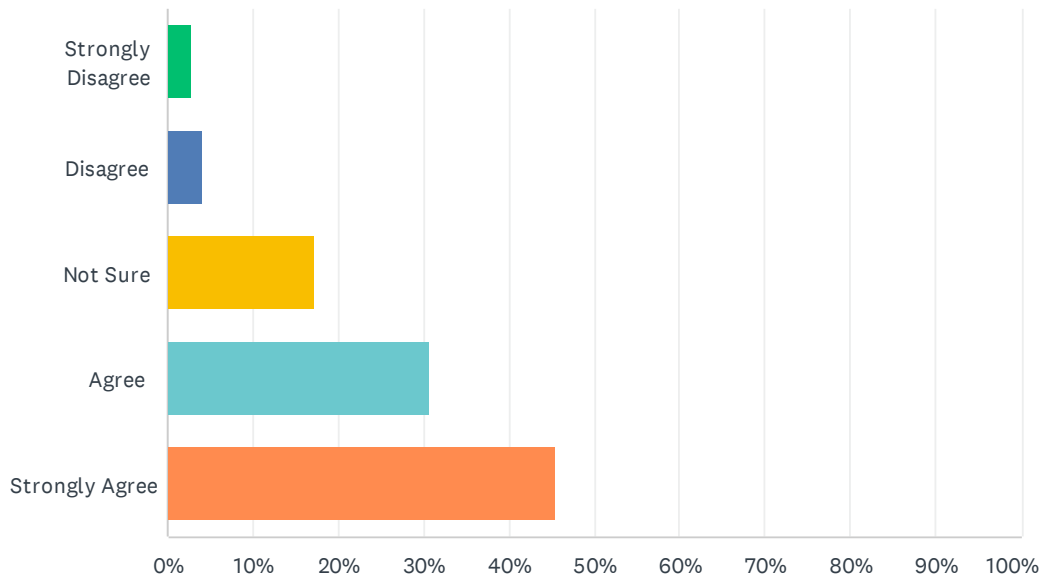
Answered: 102 Skipped: 87



ANSWER CHOICES	RESPONSES	
Yes	77.45%	79
No	22.55%	23
TOTAL		102

Q21 Because of the program, I am better at keeping a budget.

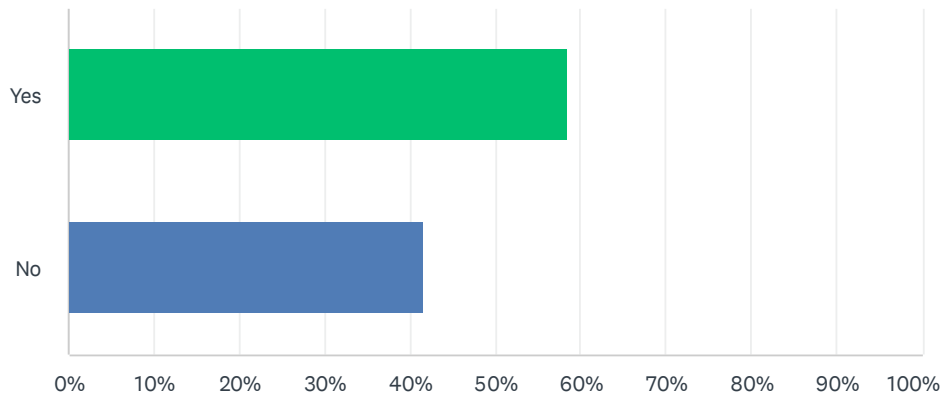
Answered: 150 Skipped: 39



ANSWER CHOICES	RESPONSES	
Strongly Disagree	2.67%	4
Disagree	4.00%	6
Not Sure	17.33%	26
Agree	30.67%	46
Strongly Agree	45.33%	68
TOTAL		150

Q22 Would you like to answer three additional questions on this topic?

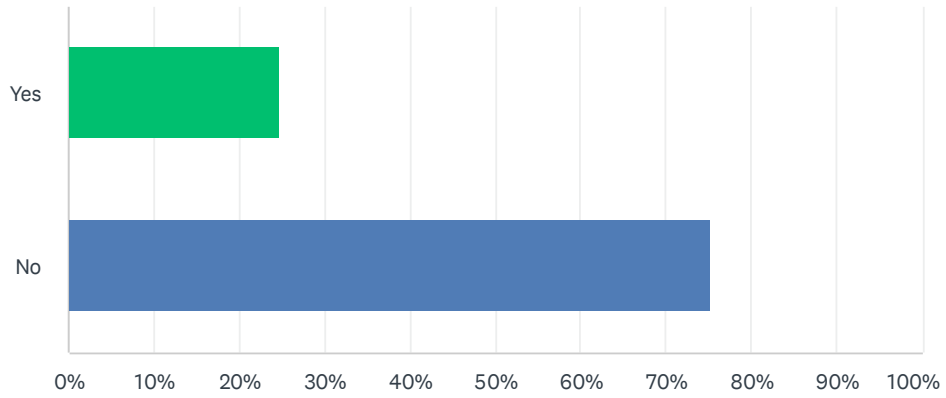
Answered: 130 Skipped: 59



ANSWER CHOICES	RESPONSES	
Yes	58.46%	76
No	41.54%	54
TOTAL		130

Q23 I have been able to add to my savings.

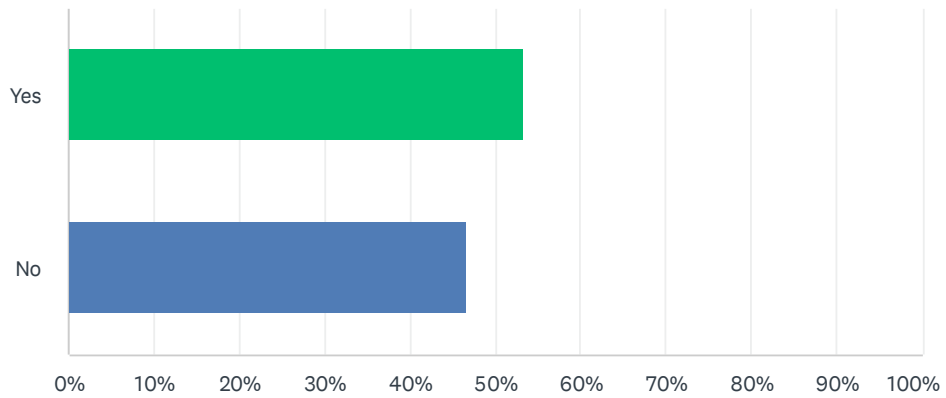
Answered: 101 Skipped: 88



ANSWER CHOICES	RESPONSES	
Yes	24.75%	25
No	75.25%	76
TOTAL		101

Q24 Sometimes I have a little money left at the end of the month.

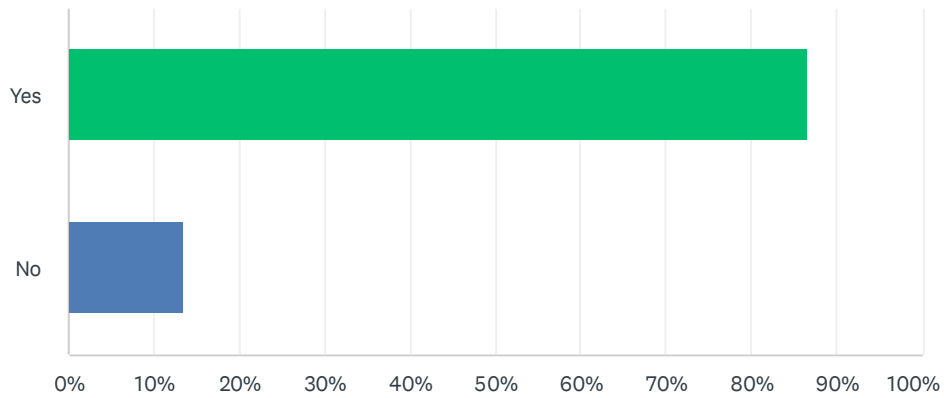
Answered: 105 Skipped: 84



ANSWER CHOICES	RESPONSES	
Yes	53.33%	56
No	46.67%	49
TOTAL		105

Q25 It's still tough, but I'm staying within my budget.

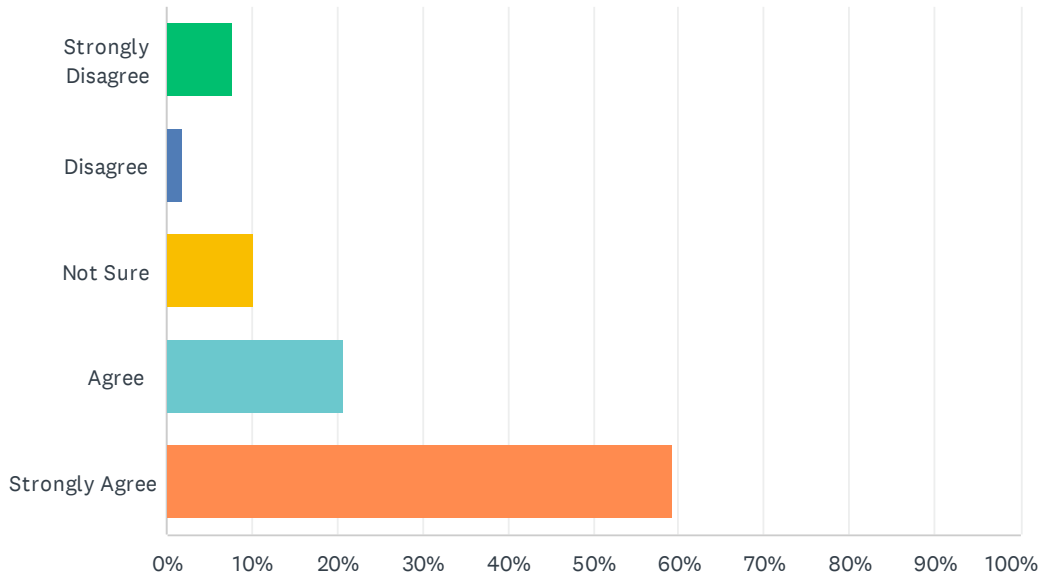
Answered: 104 Skipped: 85



ANSWER CHOICES	RESPONSES	
Yes	86.54%	90
No	13.46%	14
TOTAL		104

Q26 I can speak openly and honestly with my Case Manager.

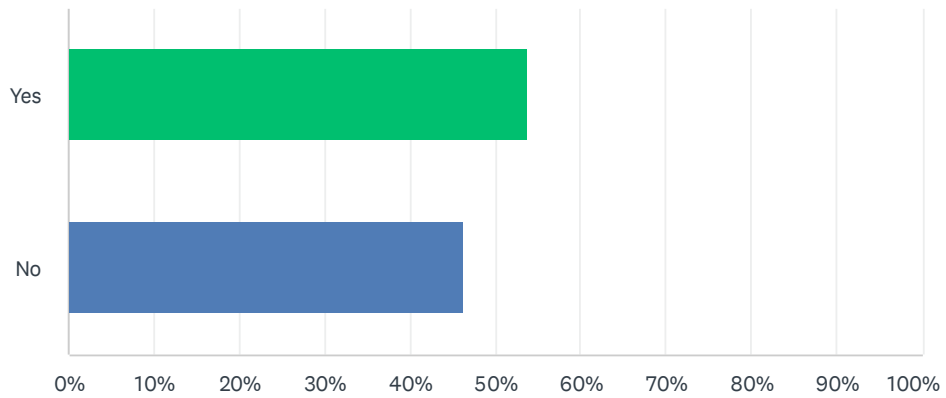
Answered: 155 Skipped: 34



ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.74%	12
Disagree	1.94%	3
Not Sure	10.32%	16
Agree	20.65%	32
Strongly Agree	59.35%	92
TOTAL		155

Q27 Would you like to answer three additional questions on this topic?

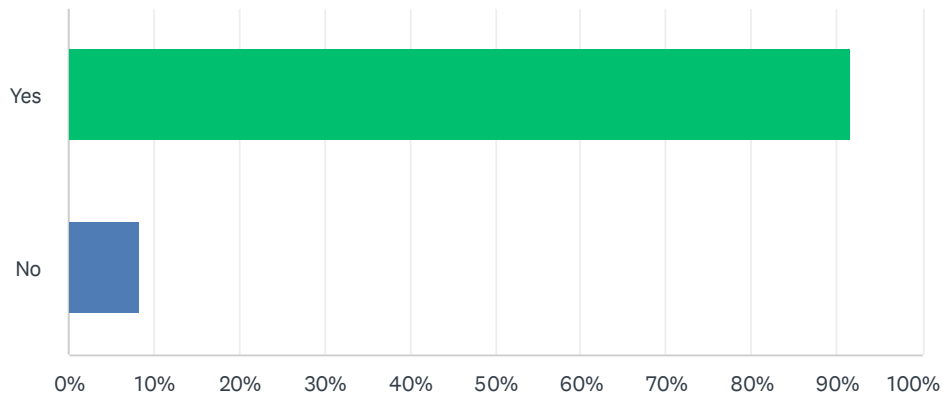
Answered: 119 Skipped: 70



ANSWER CHOICES	RESPONSES	
Yes	53.78%	64
No	46.22%	55
TOTAL		119

Q28 My case manager seems to understand my issues.

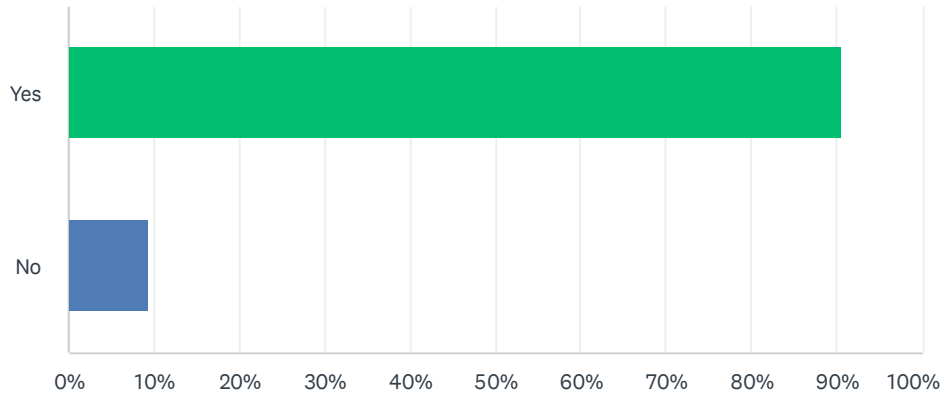
Answered: 95 Skipped: 94



ANSWER CHOICES	RESPONSES	
Yes	91.58%	87
No	8.42%	8
TOTAL		95

Q29 I am confident that my case manager doesn't discuss my issues with others.

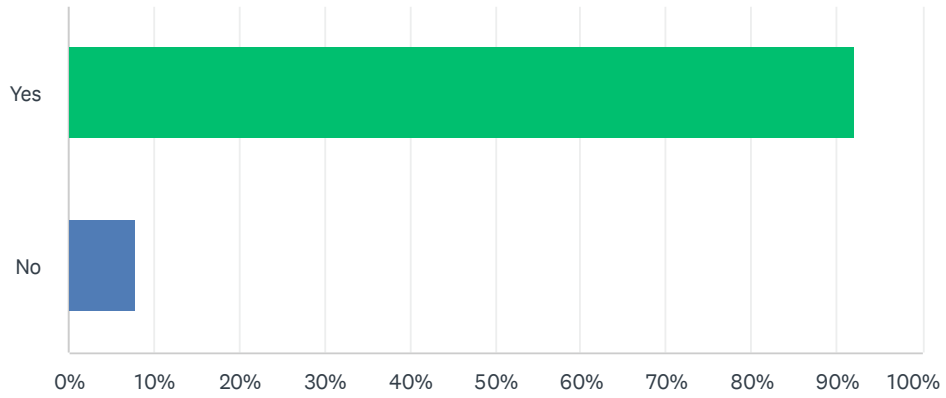
Answered: 97 Skipped: 92



ANSWER CHOICES	RESPONSES	
Yes	90.72%	88
No	9.28%	9
TOTAL		97

Q30 Being open and honest with my case manager has helped my situation.

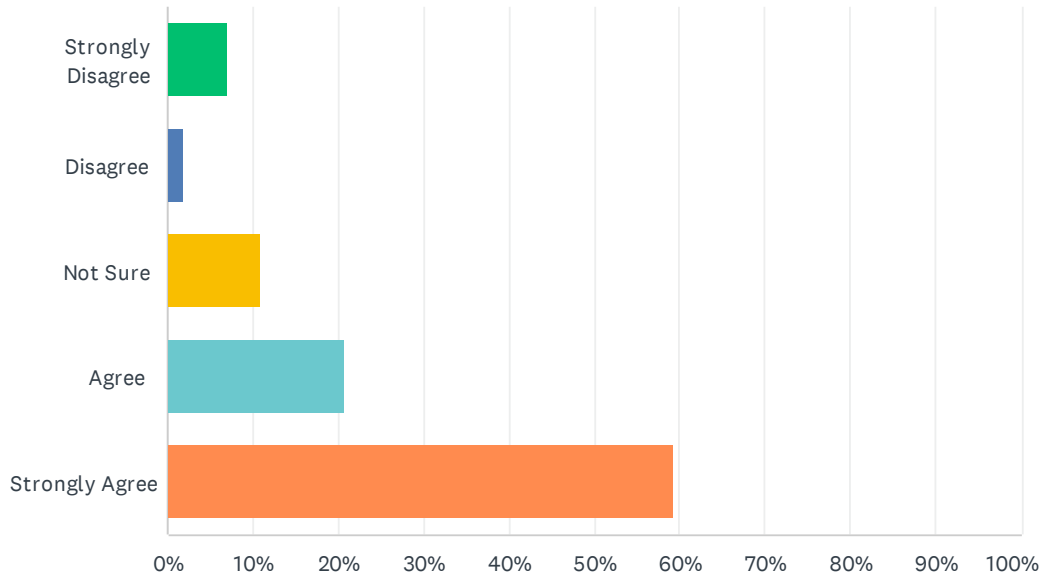
Answered: 101 Skipped: 88



ANSWER CHOICES	RESPONSES	
Yes	92.08%	93
No	7.92%	8
TOTAL		101

Q31 My Case Manager listens to me and is genuinely interested in helping me.

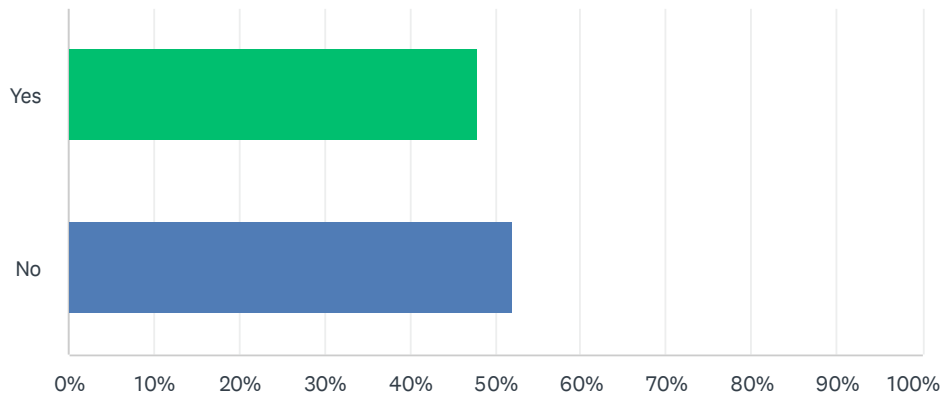
Answered: 155 Skipped: 34



ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.10%	11
Disagree	1.94%	3
Not Sure	10.97%	17
Agree	20.65%	32
Strongly Agree	59.35%	92
TOTAL		155

Q32 Would you like to answer three additional questions on this topic?

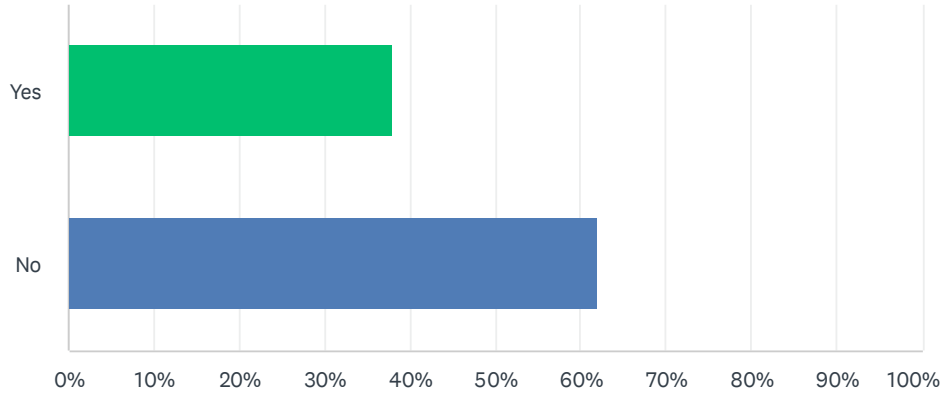
Answered: 125 Skipped: 64



ANSWER CHOICES	RESPONSES	
Yes	48.00%	60
No	52.00%	65
TOTAL		125

Q33 Sometimes I feel like I'm the only family my case manager works with.

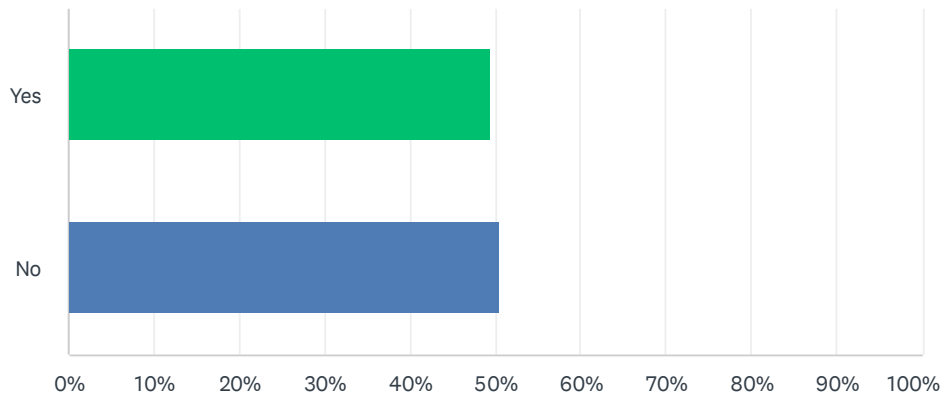
Answered: 87 Skipped: 102



ANSWER CHOICES	RESPONSES	
Yes	37.93%	33
No	62.07%	54
TOTAL		87

Q34 My case manager doesn't rush me out of their office.

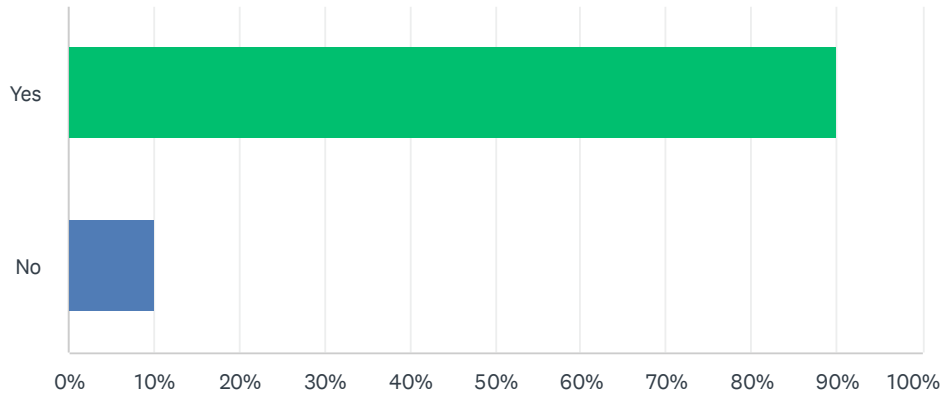
Answered: 83 Skipped: 106



ANSWER CHOICES	RESPONSES	
Yes	49.40%	41
No	50.60%	42
TOTAL		83

Q35 My case manager knows my household issues and really cares about them.

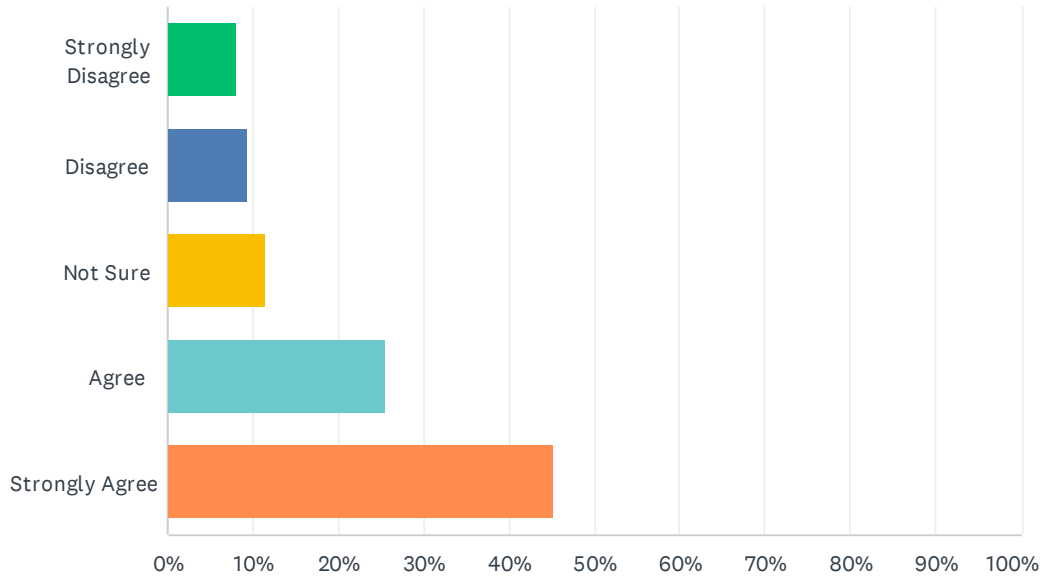
Answered: 89 Skipped: 100



ANSWER CHOICES	RESPONSES	
Yes	89.89%	80
No	10.11%	9
TOTAL		89

Q36 My Case Manager was reasonably accessible when I tried to contact them.

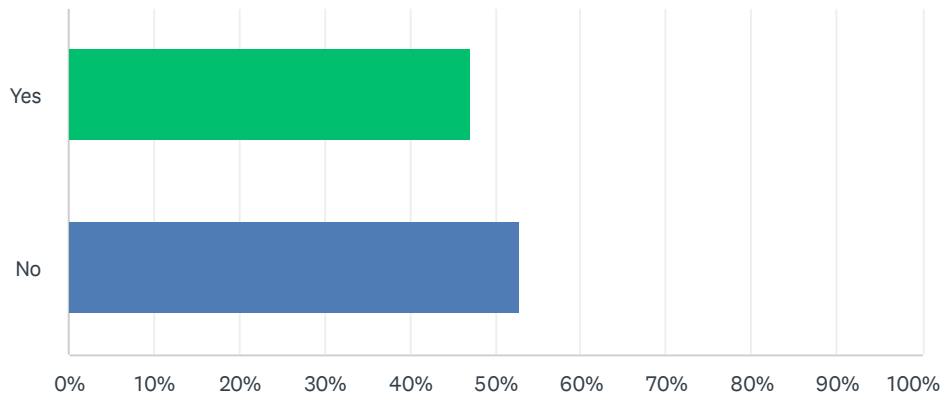
Answered: 148 Skipped: 41



ANSWER CHOICES	RESPONSES	
Strongly Disagree	8.11%	12
Disagree	9.46%	14
Not Sure	11.49%	17
Agree	25.68%	38
Strongly Agree	45.27%	67
TOTAL		148

Q37 Would you like to answer three additional questions on this topic?

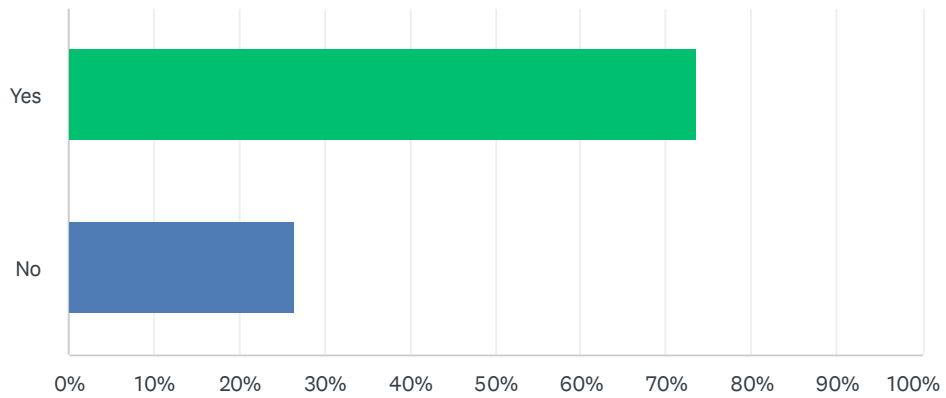
Answered: 119 Skipped: 70



ANSWER CHOICES	RESPONSES	
Yes	47.06%	56
No	52.94%	63
TOTAL		119

Q38 I can get through when I call.

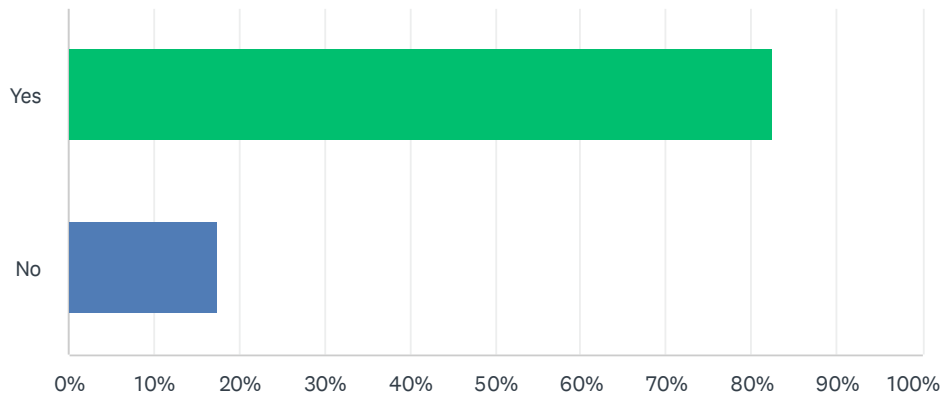
Answered: 91 Skipped: 98



ANSWER CHOICES	RESPONSES	
Yes	73.63%	67
No	26.37%	24
TOTAL		91

Q39 My case manager is really good at calling me back.

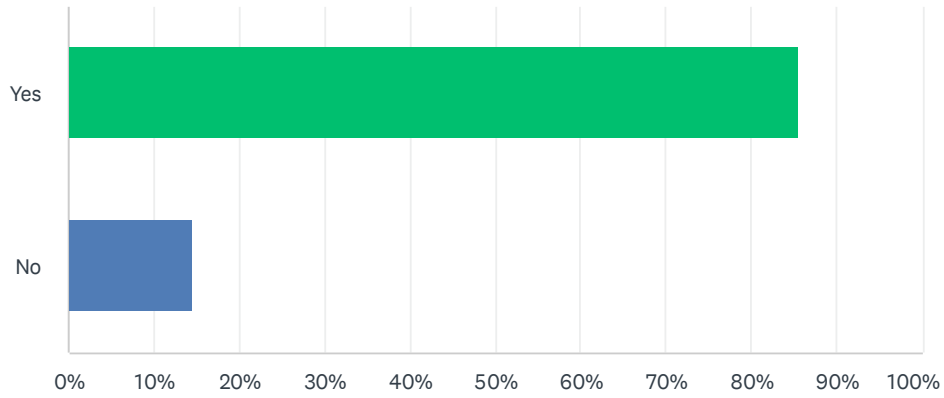
Answered: 92 Skipped: 97



ANSWER CHOICES	RESPONSES	
Yes	82.61%	76
No	17.39%	16
TOTAL		92

Q40 My case manager takes their time with me, even on the phone.

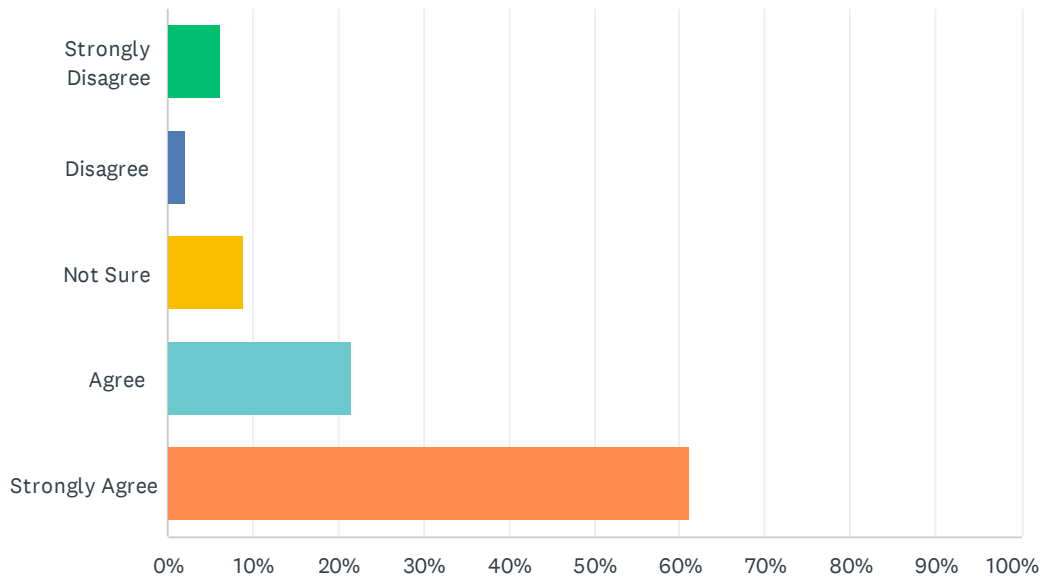
Answered: 90 Skipped: 99



ANSWER CHOICES	RESPONSES	
Yes	85.56%	77
No	14.44%	13
TOTAL		90

Q41 My Case Manager was able to help me find the services I needed.

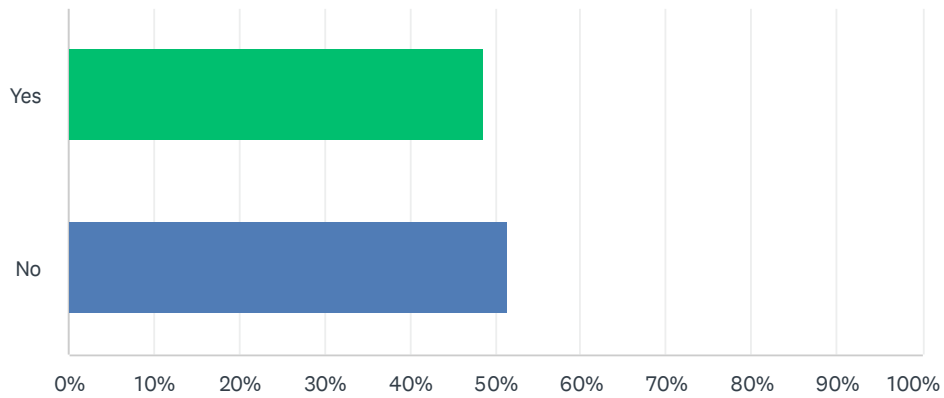
Answered: 144 Skipped: 45



ANSWER CHOICES	RESPONSES	
Strongly Disagree	6.25%	9
Disagree	2.08%	3
Not Sure	9.03%	13
Agree	21.53%	31
Strongly Agree	61.11%	88
TOTAL		144

Q42 Would you like to answer three additional questions on this topic?

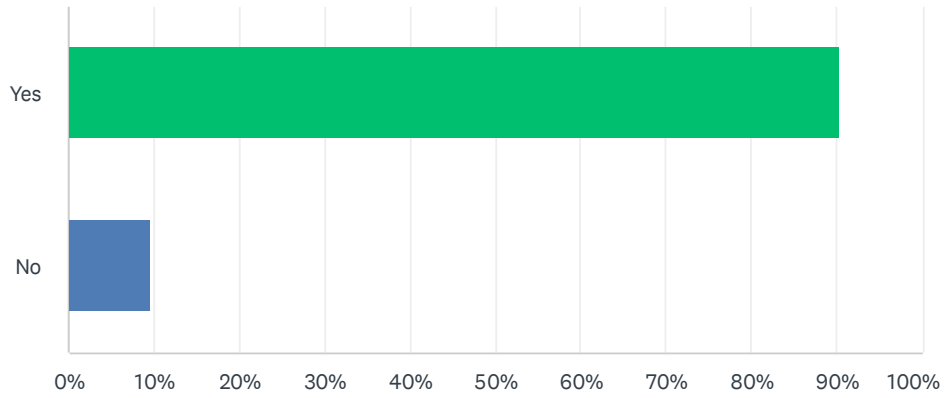
Answered: 117 Skipped: 72



ANSWER CHOICES	RESPONSES	
Yes	48.72%	57
No	51.28%	60
TOTAL		117

Q43 My case manager knew what I needed and helped me get it.

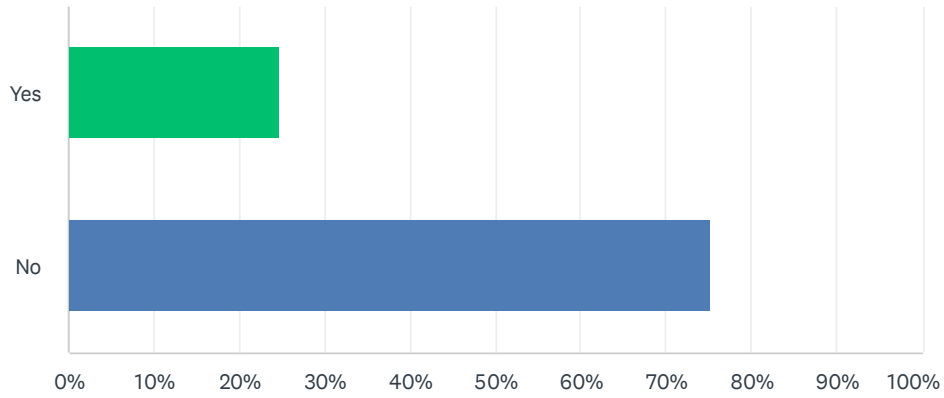
Answered: 93 Skipped: 96



ANSWER CHOICES	RESPONSES	
Yes	90.32%	84
No	9.68%	9
TOTAL		93

Q44 I had to go somewhere else for help, but my case manager knew right where to send me.

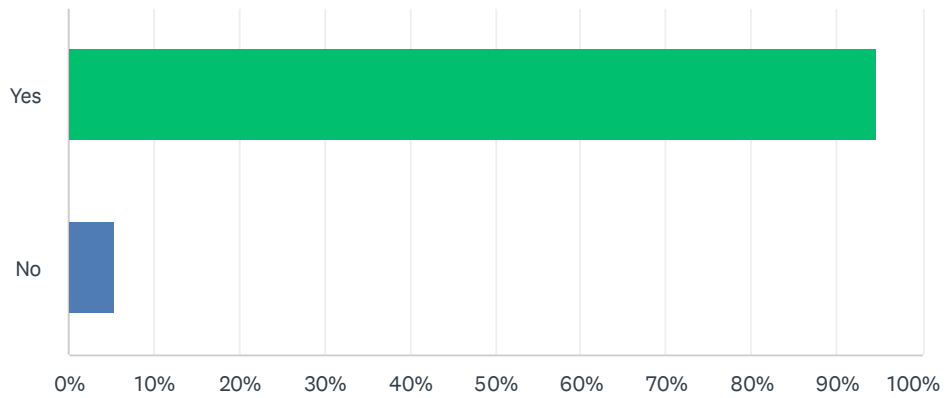
Answered: 93 Skipped: 96



ANSWER CHOICES	RESPONSES	
Yes	24.73%	23
No	75.27%	70
TOTAL		93

Q45 I actually received the help I needed.

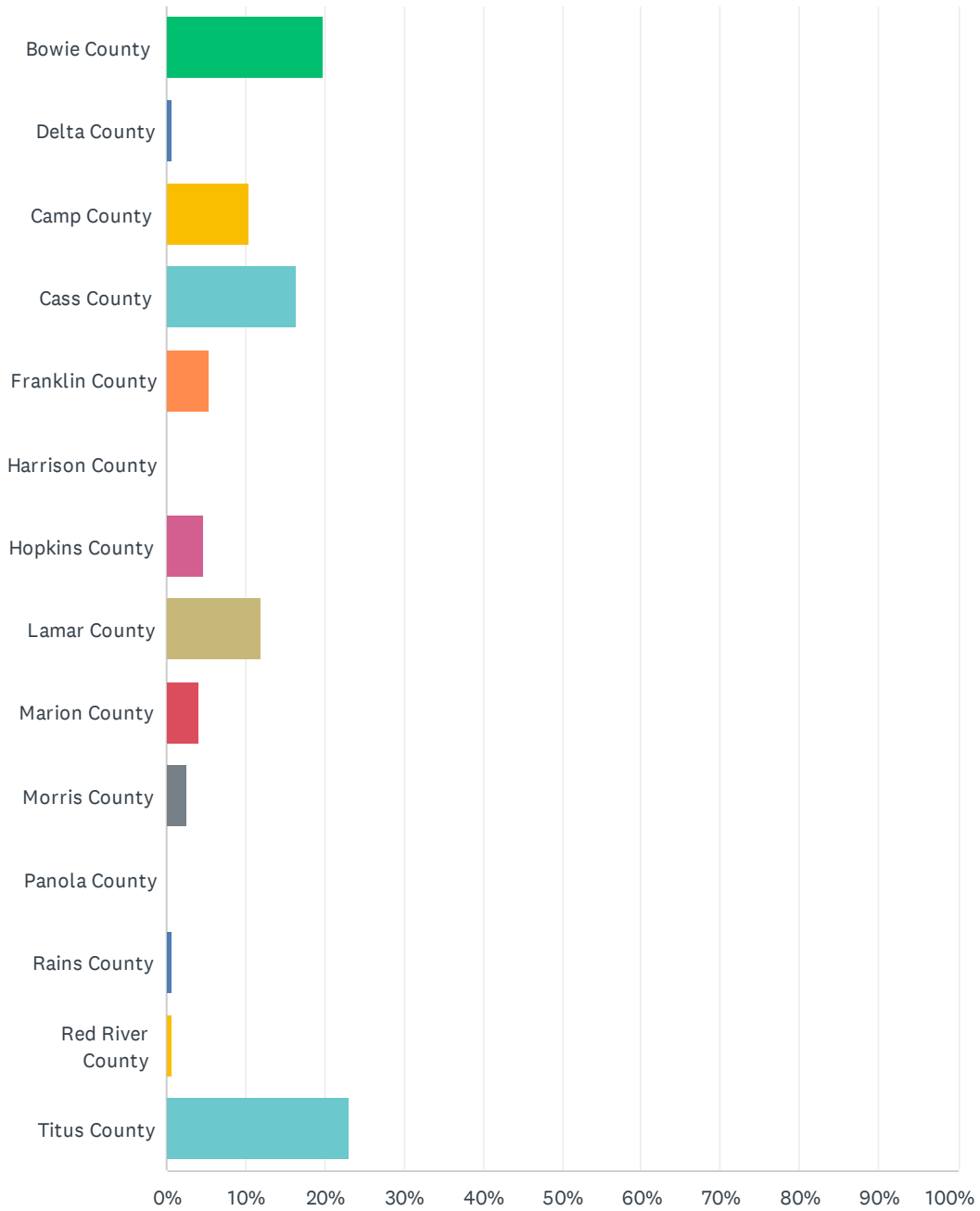
Answered: 94 Skipped: 95



ANSWER CHOICES	RESPONSES	
Yes	94.68%	89
No	5.32%	5
TOTAL		94

Q46 In which county did you receive services?

Answered: 152 Skipped: 37



Customer Experience Survey

ANSWER CHOICES	RESPONSES	
Bowie County	19.74%	30
Delta County	0.66%	1
Camp County	10.53%	16
Cass County	16.45%	25
Franklin County	5.26%	8
Harrison County	0.00%	0
Hopkins County	4.61%	7
Lamar County	11.84%	18
Marion County	3.95%	6
Morris County	2.63%	4
Panola County	0.00%	0
Rains County	0.66%	1
Red River County	0.66%	1
Titus County	23.03%	35
TOTAL		152

Q47 Please enter any additional comments you may have.

Answered: 65 Skipped: 124